



WILLIAM  
OSLER  
HEALTH  
SYSTEM

## ACCESSIBILITY

**Document Type:** Policy  
**Scope of Document:** Corporate  
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### **Purpose:**

To outline the commitment of William Osler Health System (“Osler”) to continual improvement of accessibility to its facilities, services and employment opportunities for Ontarians with disabilities and to compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the accessibility standards (the “Standards”) created under the AODA.

### **Policy Statement(s):**

Osler recognizes that the Standards enacted by the government, including those to be enacted in the future, under the AODA are designed to benefit all Ontarians through creating accessibility for all those living in this province on or before January 1, 2025.

Osler shares the Government’s commitment to making Ontario accessible and endeavours to do its part by providing its services, employment opportunities, facilities, buildings and premises to the public in a manner that is both compliant with the AODA and its Standards and which meets the diverse needs of Osler’s communities in its Catchment Area. Further, Osler recognizes that opportunities may exist to assess and improve accessibility beyond those mandated by statute and regulations and that it will give careful consideration to such opportunities as they present themselves while remaining a responsible steward of public funds, adhering to its mission, vision and values and aligning its activities and initiatives with its strategic plan, as amended.

Osler acknowledges that while it remains a growing organization, it must also remain current with the AODA and all of the Standards developed by the Government and will endeavour to meet the requirements of all further standards that have not yet been released but that will no doubt arrive prior to the year 2025. In this endeavour, Osler will continue its practice of consulting with the communities that it serves, engaging stakeholders and effectively utilizing the advice and efforts of its Accessibility Advisory Committee.

### **Responsible Team or Care Area:**

All Osler Staff, Physicians, Volunteers and Service Providers.

### **Procedural Steps:**

Osler’s initiatives for improving accessibility and achieving compliance with the Standards will be more specifically set out in its Multi-year Accessibility Plan. In general, Osler will strive to accomplish its objectives in the following manner:

- executing a comprehensive plan to comply with all Standards including those which have yet to be released by the government;
- continuation of existing accessibility initiatives and legislative compliance;
- continued engagement of community and other stakeholders to understand accessibility needs of customers through the leadership of the Accessibility Advisory Committee;
- at least annual reviews of this Policy and the Multi-year Accessibility Plan;

Created by: Accessibility Committee

Approved by: Senior Leadership Team Dec, 2012

- proper prioritization of both legislated requirements and additional accessibility opportunities such that the most important tasks are accomplished in the most timely manner;
- a commitment to increasing awareness and educating staff regarding matters of accessibility;
- continuous evaluation of effectiveness and role of the Accessibility Advisory Committee; and
- engagement of appropriate internal stakeholders as further outlined in the Multi-year Accessibility Plan in meeting the requirements of the various Standards.

This policy will be available internally via Osler's Intranet, on Osler's public website and upon request by any person in hard copy and/or accessible format.

**References:**

Multi-year Accessibility Plan

**Related Documents:**

1. *Procedure for Accepting Feedback regarding Accessibility at William Osler Health System for Persons with Disabilities Policy #PPR325*
2. *Procedure for Posting Notice of Temporary Disruption to Facilities and Services Normally Used by Persons with Disabilities Policy #PPR326*
3. *Procedure for Welcoming Service Animals and Support Persons Accompanying Persons with Disabilities Policy #PPR327*
4. *Procedure for Training to Customer Service for Persons with Disabilities Policy #PPR328*
5. *Accessibility Standards for Customer Service Policy: Providing Goods and Services to Persons with Disabilities Policy #PPR329*
6. *Accessibility and Emergency Response Procedures Policy #PPR365*